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July 29, 2004

MINGS CONTINUE CONTINUE

Ms. Elizabeth A. Rolando Chief Clerk Illinois Commerce Commission 527 East Capitol Avenue Springfield, Illinois 62701

Re: Alternative Regulation Service Quality Measurements

Dear Ms. Rolando:

COMMERCE COMMISSION

2004 JUL 29 P 2: 58 &

CHIEF CLERK'S OFFICE

Illinois Bell Telephone Company ("SBC Illinois" or the "Company), with this letter, submits service quality measurement results for the month of June, 2004. These results implement the Commission's requirements pursuant to its review of alternative regulation. See Illinois Bell Telephone Company Application for Review of Alternative Regulation Plan, Docket 98-0252/98-0335/00-0764 (consol.), Order, released December 30, 2003 at pages 179-221.

An additional copy of this memorandum is enclosed. Please stamp-file and return to the undersigned.

Sincerely yours,

Rhonda J. Johnson

Vice President-Regulatory

555 E. Cook, Flr 1E

Springfield, IL 62721

RJJ:jga

Enclosure

2th of Edward



SBC Illinois Alternative Regulation Service Quality Report 2004

	Jan	Feb	Mar	Apr	May	Jun	Jui	Aug	Sep	Oct	Nov	Dec	YTD	Alternative Regulation Benchmark
Measure #1: Installation within 5 Business Days	98.81%	99.14%	99.02%	98.78%	98.78%	98.32%	•						98.81%	90.00%
Measure #2: Trouble Reports per 100 Access Lines	1.22	1.22	1.68	1.46	1.8 6	1.85							1.55	2,66
Measure #3: Out-of-Service over 24 Hours	3.1%	3.3%	3.5%	4.1%	3.9%	6.2%							4.1%	5.0%
Measure #4: Operator Speed of Answer- Toll, Assistance and Information	5.10	4.80	4.90	4.70	5.82	4.43		·					4.96	5.65 secs
Measure #5: Repeat Trouble Rate Installation	11.70%	11.99%	12.57%	12.67%	13.10%	13.23%	٠						12.54%	16.90%
Measure #6: Repeat Trouble Rate Repair	9.09%	9.21%	9.50%	9.51%	9.63%	10.02%							9.54%	13.92%
Measure #7: Missed Installation Commitments	2.74%	2.77%	2.41%	2.57%	2.53%	2.85%							2.65%	10.00%
Measure #8: Missed Repair Commitment	7.13%	7.31%	8.42%	9.49%	7.10%	9.09%							8.15%	9.58%
Measure #9: Average Speed of Answer-Repair	19.62	15.71	26.64	18.97	43.42	50.90							30.49	60 secs
Measure #10: Average Speed of Answer- Customer Calling Centers	101.27	49.23	52.16	36.10	39.95	30.75	-						52.55	60 secs